

JOB TITLE:**GRADE: M-22****DIRECTOR – BUREAU OF OPERATIONS & REVENUE
DEPARTMENT OF ADMINISTRATION****GENERAL STATEMENT OF DUTIES:**

This Management position is responsible for the planning and directing of the Bureau of Operations and Revenue, the Office of Tax and Enforcement, and the Central Duplicating/Mail Room. This position is accountable for maintaining the smooth and efficient operation of all functions related to utility and tax billings, and central duplicating. Work is performed under the general supervision of the Business Administrator. This is a management, FLSA-exempt position.

EQUIPMENT/JOB LOCATION:

Work is performed at the Rev. Dr. Martin Luther King, Jr. City Government Center. Work involves the use of various machines such as personal computer, scanner, printer, copying machine, fax machine, telephone, and other technological and research devices. Duties are typically performed weekdays from 8:00 a.m. - 5:00 p.m.; however, some evenings and weekends may be required.

ESSENTIAL FUNCTIONS:

This position must effectively utilize management staff to supervise workers engaged in the review and preparation of utility and tax billings and central duplicating. Oversight of the Office of Tax and Enforcement. Assigns responsibility for collecting delinquent accounts; reviews collection reports to ascertain status of collections; analyzes and evaluates administrative operations, policies and procedures and determines the financial performance of the Bureau. Reviews collection data to determine the effectiveness of current collection policies and procedures. Interacts with The Harrisburg Authority, and related water and sewer systems personnel. Conducts staff meetings of operations personnel and/or confers with subordinate supervisors to discuss operational problems and explain procedural changes. Composes letters, memoranda and directives. Supervises preparation of budget estimates and other fiscal and statistical reports. Directs employee training to improve efficiency and insure conformance with standard procedures and practices. Interviews, selects and hires new employees. Interacts with the public. Maintains regular, punctual and predictable attendance. Reports to work and remains at work in a productive condition, which includes not being under the influence or impaired by the use of alcohol and/or drugs. Establishes and maintains an effective working relationship with supervisors, co-workers and the general public. Completes all assignments in an efficient, consistent and timely manner.

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DEPARTMENT OF ADMINISTRATION****NON-ESSENTIAL FUNCTIONS:**

Performs all other related duties as assigned by the Business Administrator.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the principles and practices of public administration.
- Knowledge of the rules and regulations covering State and City regulations pertaining to taxes and utility collection.
- Ability to gather, assemble, correlate and analyze facts and devise solutions to administrative problems and issues.
- Ability to comprehend and set program goals, objectives and operations and to relate these to administrative analysis.
- Ability to develop, install and evaluate administrative policies and procedures.
- Ability to establish and maintain effective working relationships with employees and the public.
- Ability to express ideas clearly, concisely, orally and in writing.

QUALIFICATIONS:

Bachelor's Degree in Business Administration, Public Administration or related field, plus two year's experience in delinquent account collections or related government field; or any equivalent combination of experience and training which provides the knowledge, skills and abilities needed to perform the Essential Functions of the position. Minimum two year's experience in a supervisory/management capacity. Excellent organizational, communication and management skills. A valid Pennsylvania driver's license, class C or equivalent.